

Comments to the FCC
Reference Non-Service Initialized Wireless Phones

We are a small E911 call center that also does dispatching for 3 ambulance districts, 4 fire districts, and 2 law enforcement agencies. We try to have 2 dispatchers on duty, but there are times during a 24-hour period when only 1 person is on duty.

Non-service initialized wireless cell phones are the biggest problem we have with the E911 system. There have been times when we are totally inundated with phone calls from these phones with the only purpose being to harass the call takers/dispatchers.

The callers do not care if they are calling in the middle of a true emergency and can hinder us in performing our duties and getting help to the people that really need it.

My call takers have been subjected to vulgar language, obscene name calling and have been insulted. A few times the caller has tried to play a prank. Unlike some agencies we have not yet had one where manpower and equipment was called out because of a prank call.

Between May 10th and May 23rd, I had my staff keep track, as best they could, of all the 911 calls they received. Here are the results:

Total # of 911 calls:	464
Total # of Wireline 911 calls:	108
Total # of Wireless 911 calls:	356
Total # of <u>Initialized cell phone</u> 911 calls:	53
Misdials	9
Information	0
Hang ups	28
Harassing	15
Total # of <u>Non-service initialized phone</u> 911 calls:	135
Misdials	5
Information	4
Hang ups	<u>126* see below</u>
Harassing	<u>comments</u>
Harassing	0

188 of the 356 Wireless calls were non-emergency calls. 135 of the 188 non-emergency wireless calls were from non-service initialized phones.

- 13 of these were on 1 day from the same phone. These calls were from children traveling down I-90 in a vehicle.
- On May 15th a total of 22 calls came in.

- On May 20th and 21st the same boy called in a total of 12 times.
- These calls come in clusters, usually 3 or more at a time, rarely only one.
- I consider continuously calling then hanging up a form of harassment, even though for this survey they were separated out.